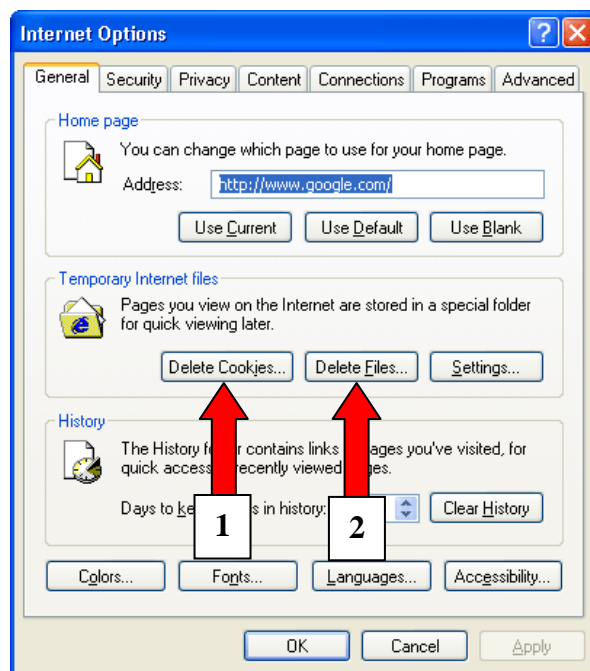


The “Citrix ICA Web Client” or the “Citrix ICA Client” needs to be installed on your computer for PlanIT to work correctly. People who use VISION may already have a “Citrix ICA Client” installed, and therefore do not need to install a new one to use PlanIT. Please read the following document for instructions and troubleshooting tips. You must be logged in as local administrator to install the client. Please contact your desktop technical support staff if you need help installing the “Citrix ICA Client.” If you have questions about this document, please contact the DII Helpdesk at 828-3544 or email dii-helpdesk@state.vt.us.

I. CLEANUP FILES

It is strongly recommended that you clean out your cookies and temporary internet files before using PlanIT. To do this, open “Internet Explorer”, go to “Tools”, “Internet Options”. In the box that pops up, there will be two buttons; “Delete Cookies” (1) and “Delete Files” (2). Clicking on these buttons, one a time, will delete all of your cookies and temporary internet files. (See screen shots below)



NOTE: Cleaning out your cookies and temporary internet files needs to be done periodically to prevent errors and blank screens.

II. INSTALL “CITRIX ICA WEB CLIENT”

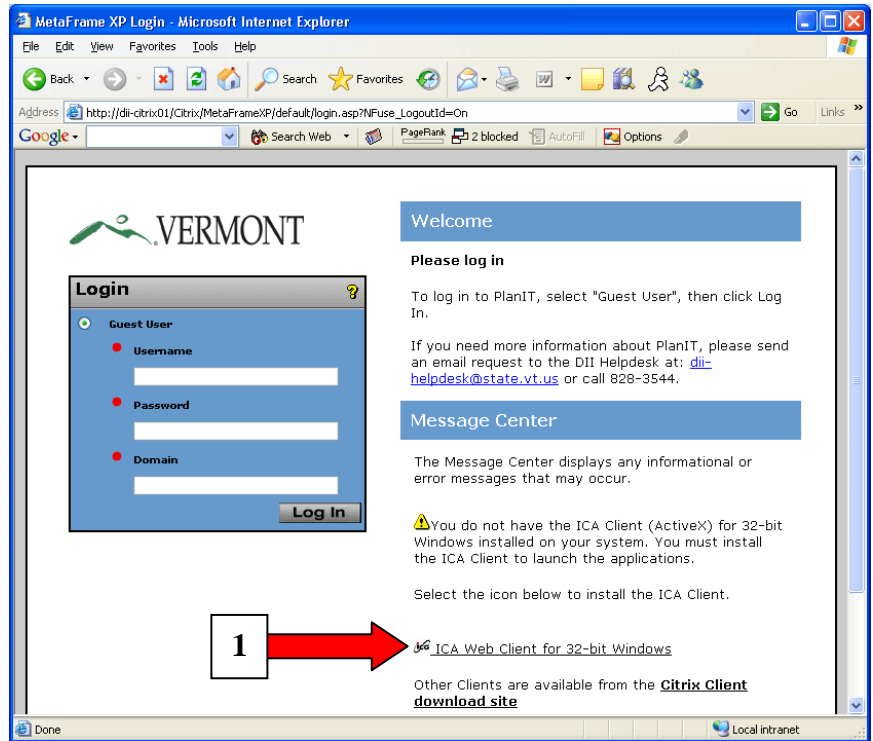
1. **FIRST TIME USE ONLY! This does not need to be done every time you use PlanIT.**

Open an Internet Explorer window. Type in <http://www.dii.state.vt.us> into the address bar. Follow the links for CIO IT Planning and Analysis. Follow the link for PlanIT and click on the “ICA Web Client for 32-bit Windows.”

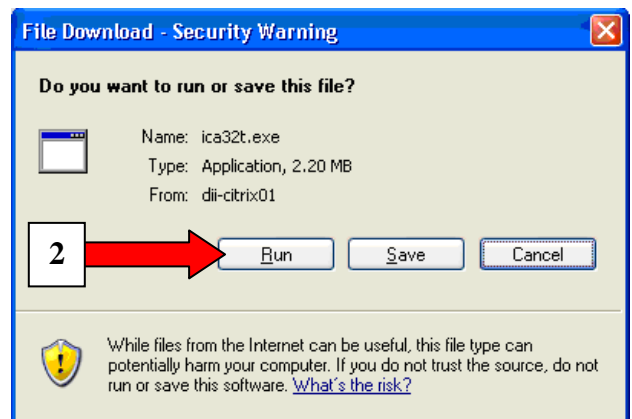
NOTE: You will need to be logged in as local administrator to install the Citrix client.

NOTE: Some people will see the PlanIT desktop instead of the login box shown here. In either case, please sure to look for the “ICA Web Client for 32-bit Windows” link.

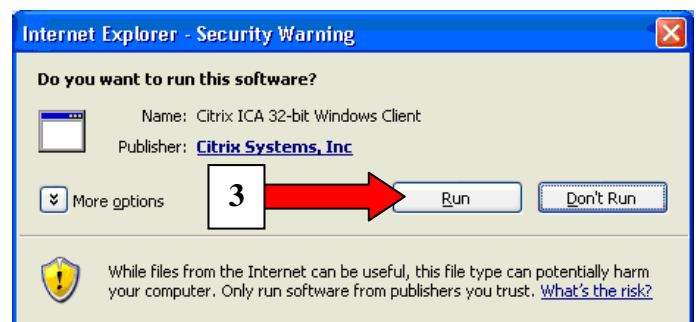
You may have to scroll down to see the install link. If you do not see the “ICA Web Client for 32-bit Windows” link, click on the PlanIT icon. If you see the PlanIT splash screen or the “Client File Security” box, your Citrix client is fine. If, when you click on PlanIT, you get a “File Download” message box, please refer to section IV, message “a” in this document.



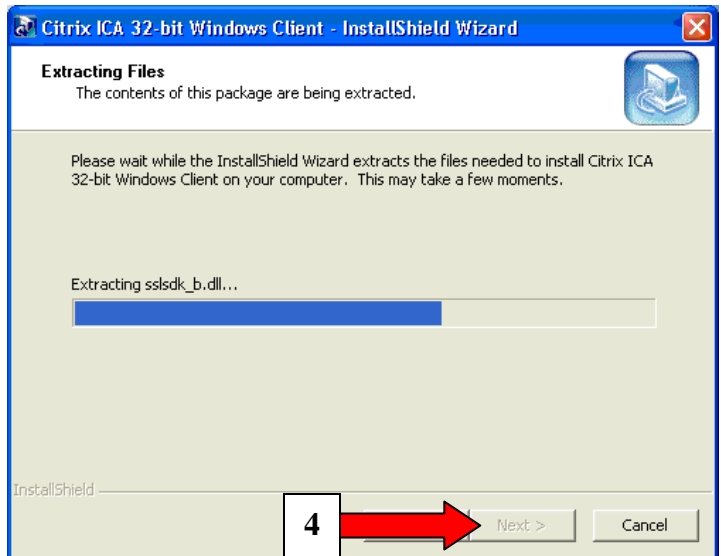
2. A “File Download – Security Warning” box will appear and ask, “Do you want to run or save this file?” Click on “Run.”



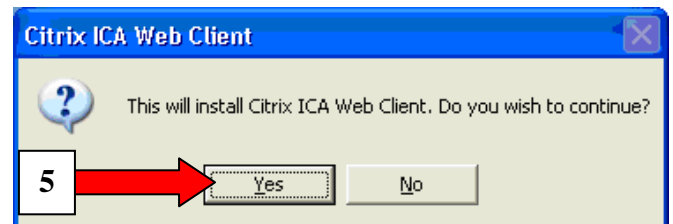
3. An “Internet Explorer – Security Warning” box will appear and ask, “Do you want to run this software?” Click on “Run.”



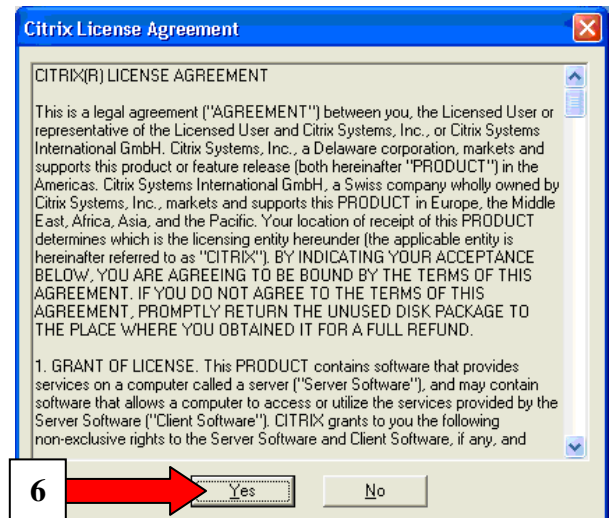
4. Next you will see a “Citrix ICA 32-bit Windows Client – InstallShield Wizard” box. While the files are extracting, the “< Back” and “Next >” buttons will be grayed out. When the files are done extracting, the buttons will not be grayed out. Click on “Next >”.



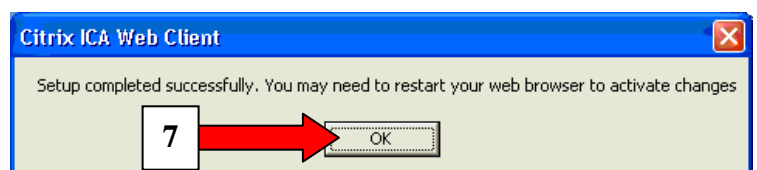
5. A “Citrix ICA Web Client” box will appear. It will say, “This will install Citrix ICA Web Client. Do you wish to continue?” Click on “Yes.”



6. A “Citrix License Agreement” box will appear. Click “Yes” to accept the license agreement.



7. The last box that appears will be labeled “Citrix ICA Web Client.” It will say, “Setup completed successfully. You will need to restart your web browser to activate changes.” Click “OK”. **NOTE:** For the changes to take effect, you will need to close all “Internet Explorer” windows, and then open a new “Internet Explorer” Window. Type in <http://www.dii.state.vt.us> into the address bar. Follow the links for CIO IT Planning and Analysis. Follow the link for PlanIT. Double-click on the “PlanIT” icon to proceed.



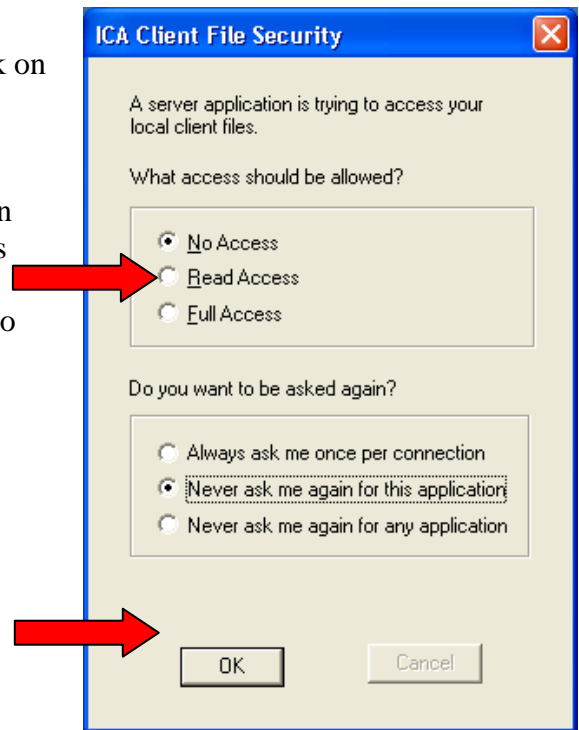
III. Once the Citrix client is installed...

a) MESSAGE:

You get an ICA Client File Security message when you double-click on the PlanIT icon.

RESOLUTION:

This is not an error message. Select “No Access”(this does not mean you will not have access to PlanIT) and “Never ask me again for this application”(this box will never popup again for PlanIT) and click “OK”. Next you will see the PlanIT splash screen. You are ready to use PlanIT!



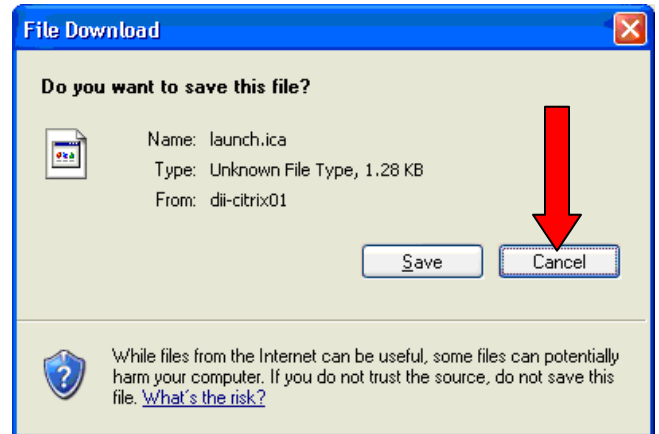
IV. ERROR MESSAGES

a) MESSAGE:

You get “File Download” message that asks “Do you want to save this file?” “Name: launch.ica” This will happen if you double-click on the “PlanIT” icon and you do not have the “Citrix ICA Web Client” installed.

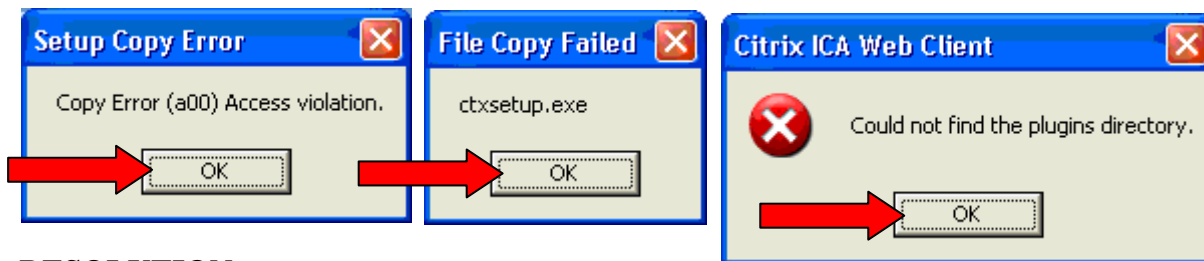
RESOLUTION:

Click “Cancel.” This means that you do not have the Citrix ICA Client installed. Refer to the “Install Citrix ICA Web Client”, chapter II of this document for instructions.



b) MESSAGE:

You get one or all of the following errors (or similar errors) when trying to install the Citrix ICA Client:



RESOLUTION:

Click “OK” on each of the boxes. This means that you do not have administrative rights to your computer. Please call your desktop technical support staff for assistance to install the Citrix ICA Client on your computer.

c) MESSAGE:

When you click on the PlanIT icon, you get a big blank screen instead of the PlanIT splash screen.

RESOLUTION:

This means that you need to clean out your cookies and temporary internet files. Please refer to chapter I in this file. **NOTE:** *Cleaning out your cookies and temporary internet files may need to be done periodically to prevent this from happening.*

d) MESSAGE:

Your session “times out” after one hour.

RESOLUTION:

The time out is set to 60 minutes for security purposes. To get back into PlanIT, just close the window and open up a new Internet Explorer window. Follow the links for CIO IT Planning and Analysis, then follow the link for PlanIT.